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CONFIRMATION NO. 1577

SERIAL NUMBER	FILING or 371(c) DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.
09/690,566	10/17/2000 RULE	705	3623	119645-00103.118

APPLICANTS

Michael P. Lilly, Candia, NH;
 Mark A. Longmire, Dover, NH;
 Richard D. Carignan, Derry, NH;

**** CONTINUING DATA *******

This application is a CIP of 09/421,834 10/20/1999 PAT 7,039,595
 which claims benefit of 60/105,129 10/21/1998

This application 09/690,566 10/17/2000

is a CIP of 09/593,336 06/14/2000 PAT 6,801,820

which is a CON of 09/065,932 04/24/1998 PAT 6,088,626

which is a CON of 08/250,179 05/27/1994 PAT 5,787,000

This application 09/690,566 10/17/2000
 claims benefit of 60/160,447 10/19/1999

**** FOREIGN APPLICATIONS *********** IF REQUIRED, FOREIGN FILING LICENSE GRANTED ****

12/02/2000

Foreign Priority claimed	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Met after Allowance	STATE OR COUNTRY	SHEETS DRAWINGS	TOTAL CLAIMS	INDEPENDENT CLAIMS
35 USC 119(a-d) conditions met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Finals	NH	20 20	33 15	2 1

ADDRESS

BLANK ROME LLP
 ONE LOGAN SQUARE
 PHILADELPHIA, PA 19103
 UNITED STATES

TITLE

COMPUTER PROGRAM PRODUCT FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT

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